

GENERAL ED SCRIPTING

REGISTRATION CLERK OR GREETER: “Welcome to __ hospital, how can I help you?” My name is ___ and I am part of the terrific who will be taking care of you today/night. To we register you correctly in our system we will require identification. We will be asking you several questions that help our team provide safe and timely care for you during your visit.”

USE AIDET:

- Gentle approach, Introduce self and role, eye contact

EXPLAIN:

- This paper is all about you
- Why we need it filled out
- Why we ask the same questions again and again
- When questions or concerns come up, please ask questions

AFTER PATIENT TURNS IN REGISTRATION PAPERWORK:

“Thank you Mr./Ms. ___ for your paperwork. A member from the ED team will call you back within the next __ minutes (**subject to change**) so that they can perform an initial assessment of your needs today/night. Our emergency team will see patients based upon the severity of their condition. However, please know that we value you as a patient and your time. We see life threatening conditions first. In the meantime, I will have you take a seat and if your condition worsens in any way, please let me know right away.”

- “Do you have and questions or concerns you would like me to address before you take a seat, I have the time?”
- “Would you like a blanket, you look cold?”
- “Thank you for Mr./Ms. ___ for choosing *hospital* for your care today. Once again my name is ___ and please let me know if you condition worsens.”

SCRIPTING FOR TRIAG STAFF:

TRIAG NURSE: “Hello, welcome to *hospital* Mr/Ms ... my name is Wendy and I have been a nurse over 12 years and been part of your care team today/night.” For your safety, I will be asking you a series of questions and some of them you may have already answered when you registered with our clerk. Please understand we may repeat some of these questions. We do this because sometimes patients may forget vital information when they are not well.” For your safety we want to ensure we have the most accurate information as we care for you.”

- Use AIDET when welcoming patients.

AFTER TRIAG PROCESS:

“Our emergency department sees each patient based upon the severity of their condition. We see life threatening conditions first. Based on my initial assessment your condition is not life threatening. However, please know that we value you as a patient and your time. We understand that you are uncomfortable and will work to get in to see a doctor as quickly as possible. In the mean time, please have a seat in the waiting area and if your condition worsens in any way, please let the folks at the front window know immediately.”

- “Do you have and questions or concerns you would like me to address before I meet my next patient?”

WALK PATIENT OUT THE DOOR: “Thank you for choosing *hospital* for your care today.” Once again, my name is Nurse Wendy and please Mr./Ms. __ let us knows if you condition changes.”

PLACING PATIENT IN HALLWAY BED:

“Mr./Ms. __, I can see that you are uncomfortable and need to lie down. We are very busy today/night so for your safety, I am going to place you in an open bed that in located in the hallway. We value you as a patient and your time. On days when we are extremely busy, we like to bring our patients back into the clinic area. We will begin caring for you in the hallway instead of making you sit in the waiting area. We understand that you are uncomfortable and want you to see a doctor as quickly as possible. If your condition changes in any way, please let us know immediately. (Who should they let know??? Tell them your name and how to contact you since hallways do not have bedside bells.)

- “Do you have and questions or concerns you would like me to address before I go I have the time?”
- “Once again, my name is Nurse Wendy and please Mr./Ms. __ let us knows if you condition changes.”

FIRST PERSON TO GREET PATIENT IN HALLWAY:

“Hello Mr./Ms. __ my name is doctor__ ;nurse____; or PCT ____ and I am part of your care team today/night. I realize that being in a hallway bed may be a bit noisy and may not feel private; however, our team values you as a patient and will make sure that you have access to a doctor as quickly as possible. On days/nights when we are extremely busy, we like to bring the patient back into the clinic area so we can begin any tests or treatment quickly instead sitting in the waiting area.”

- “Are you comfortable?”
- “Do you have and questions or concerns you would like me to address before I go I have the time?”
- “Once again, my name is Nurse/PCT/Doctor Wendy and please Mr./Ms. __ let us knows if you condition changes.”